

Procedures for Correspondence and Action Tracking in EH

Revised September 2005

All incoming requests and correspondence to the Office of Environment, Safety and Health, are to be forwarded to the Document Management Repository (DMR) staff; Sharon Carr, 6-8281; e-mail Sharon.Carr@eh.doe.gov Jackie Morton, 6-7331, e:mail Jackie.Morton@eh.doe.gov or Donna Blumenauer (GTN POC) phone 3-6575; e-mail Donna.Blumenauer@eh.doe.gov

The procedures below include, but are not limited to, the following:

- DOE Inspector General (IG) Audits
- Government Accounting Office (GAO) Audits
- Departmental Audit Review Tracking System (DARTS)
- Freedom of Information Act Requests (FOIAs)
- Congressional Inquiries/Questions
- Defense Nuclear Facilities Safety Board (DNFSB) Commitments
- Executive Secretariat Executive Commitments System (ESECS)
- DOE Management Control Program
- Field Management Council (FMC)
- Directive Reviews received via memo or E:mail from ME (not covered by REVCOM)
- Federal Managers' Financial Integrity Act (FMFIA)
- Foreign Visits and Assignments (FARMS)
- Budget and Procurement Inquiries (OMB, CFO and Field Offices)
- Personnel Actions and HR requests relative to EH employees

Use the following procedures for processing all EH incoming action requests:

1. When an action request is received in EH, via fax, e-mail, hand carry, phone, DOE or US Mail, regardless of its originating source, it is forwarded to the DMR staff with a one (1) business day window from receipt to assign the task. The action will be forwarded to the appropriate program office in EH using the Correspondence Action Tracking System (CATS). The action will be assigned via a Management Action Ticket (MAT) ticket.
2. Each program office will have one (1) business day to determine if the task has been assigned to their individual program office correctly.
3. Due dates will be computed using working days and will not include weekends or holidays. Unless a shorter due date is stated, the following guidelines will be used to determine due dates. Correspondence from the White House, federal agencies, members of congress, governors, state senators will have a twelve (12) working day due date; routine correspondence will have a twenty (20) working day due date; and correspondence received for concurrence will be given a seven (7) working day due date.

4. Each program office will ensure that the adequate concurrence grid is completed before it will be forwarded to EH-1 for signature. Packages ready for EH-1 signature should be delivered with an updated MAT ticket or Office Ticket attached.
5. If the package is brought to the DMR for a MAT ticket, the DMR staff will review the package and hand carry it to EH-1 upon completion of the review. Packages requiring edits will be returned to the originating office.
6. If concurrences outside of EH are required, the DMR will coordinate this effort.
7. EH-1 office will return the package to the DMR for MAT ticket update and the DMR will forward the package to the originating office for dispatch.
8. Following dispatch, the originating office will update the ticket in CATS, and the DMR staff will close the MAT ticket. Office Admins. close office tickets.

NOTE: When responding to correspondence via e-mail, cc the DMR staff on the e:mail so that a .pdf file can be created and attached to the ticket for closing.